



Solicitation Information
7/7/2014

RFP#7548871

TITLE: Attorney General-Technical Infrastructure Refresh

Submission Deadline: 8/6/2014 at 2PM (EST)

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Questions concerning this solicitation must be received by the Division of Purchases at doa.purbidinfo@purchasing.ri.gov no later than Tuesday, July 22, 2014 at 5pm (EST). Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP#7548871 on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

BOND REQUIRED: NO

David A. Cadoret
Chief Buyer

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed four-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Attorney General (RIAG), is soliciting proposals from qualified firms to provide a complete converged infrastructure refresh to replace the existing RIAG infrastructure in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.us.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. The vendor awarded this project will be required to have each employee assigned to provide any role at the Attorney General's facilities to undergo a statewide criminal background check. The Attorney General's Office will determine if an employee who has a criminal record can work at the site depending upon the results of statewide criminal background check.

SECTION 2: BACKGROUND

The Department of Attorney General (RIAG), is soliciting proposals for a complete refresh of its existing technical infrastructure design and operations with a new “converged” technical infrastructure. RIAG has recently acquired a new facility and intends on relocating its Data Center operations to the new premises located at 180 South Main St. This new Data Center build-out will consist of implementing a new server hardware infrastructure, Virtual Desktop Infrastructure (VDI); for server and client operations, network security (LAN – LAN and WAN – LAN), controlled-wireless access, mobile device management (MDM) and a highly available Storage Area Network (SAN). Each of these needs will include specific requirements highlighted in more detail under section 3 of this document.

Specific Requirements

The RIAG is supported by a small IT department, which currently consists of 3 staff members. Given the staffing constraints, it is imperative that all technical infrastructure solutions quoted allow for ease of management. The management ease should be carefully considered and elaborated on via the presentation of the recommended technical infrastructure solution. The planning and development of the proposed technical infrastructure solution should contain as much automation as possible. The vendor must be able to propose, install and support (on a request driven basis) a complete hardware and software infrastructure solution capable of functioning in parallel with the RIAG’s existing technical environment until the proposed solution has been accepted and the migration of existing data, roles and functions can proceed. The solution must consist of a blade chassis with independent “host” blades to accommodate server operations and VDI operations. In addition, the vendor must also propose a SAN capable of handling the current and future demands of RIAG. Also, Network security is a critical consideration in our new technical infrastructure and as such we want to implement controlled wireless access in both Providence locations (150 and 180 South Main Street), and are currently considering implementing wireless at our remote office facilities, see addendum for facility locations. Additionally, the wireless solution must be fully secured and capable of handling bring your own device (BYOD) with all security, management and encryption aspects included in the solution. The vendor must also provide at a minimum the following features and requirements listed within **section 3a** of this RFP document.

SECTION 3: SCOPE OF WORK

General Scope of Work

The RIAG currently utilizes a dated infrastructure consisting of Hewlett Packard (HP) blade chassis and blades, VMware-based infrastructure with an HP EVA series 16TB SAN and supports up to 300 independent HP workstations. Given the existing hardware’s age and lack of flexibility and functions to support current Department needs for up to 300 users; the RIAG is

seeking competitive bids from vendors capable of providing a complete “converged” technical infrastructure solution comprised of hardware, software, VDI, LAN security, and a new SAN with specific requirements to replace existing dated equipment as well as security and management tools for the new converged technical environment.

3a. Specific Activities / Tasks

Infrastructure:

1. Should take up less than 1x standard 42u rack (Racks must be included in total scope pricing).
2. Blade architecture with at least 16 server blades per chassis (minimum of 2.7GHz/12-core processor speed and minimum 12 cores)
3. Minimum of 256gb of memory per blade with the following specifications PC3-14900R (DDR3-1866)
4. 10G network connectivity from each server
5. 8G Fibre Channel connectivity from each server
6. Chassis 10U rack space
7. Scalability to multiple chassis’
8. Management: Change, move, or redeploy any server within a single domain
9. The blade chassis must support the ability to segment servers.
 - a. VDI servers must be segmented with no resource sharing of VMware Host Servers.
10. VDI Servers must have the ability to accommodate up to 300+ users optimally in a scalable environment including remote locations connected via MPLS, with no performance impact at any point in the day.
11. Uninterrupted Power Source (UPS) must be included in solution along with Rack for both Server and Storage solutions. Power coverage time should be 30 minutes at a minimum (Rack configurations can be suggested in solution)

Infrastructure Management:

Management Console must be configured in total solution for Storage, Virtual Desktop (VDI) and Server management access and perform the following:

- a. Automate the backup and collection of user settings with Desktop Migration. Redirect users to another machine and have them quickly operational again with their own recognized environment.
- b. Manage the end user experience with Desktop Policy Management. From interface options to hardware configuration and everything in between.
- c. Capture complete computer system images into image repositories. Manage and deploy those images to targeted machines.

- d. Conduct all management functions of mobile devices from the same framework as desktops, laptops and servers for consistent IT systems management across the entire organization.
- e. Provide the ability to completely automate the deployment and update process of software on a scheduled basis across multiple domains and remote computers.

Desktop Virtualization:

- 1. VMware Horizon 300 Clients minimum
- 2. Microsoft VDA license for up to 300 users
- 3. Thin Clients with HD integrated graphics with hardware acceleration of streaming video formats and DirectX 11.1 support and Microsoft® Windows® Embedded Standard 7E SP1 with support for RemoteFX (includes keyboard and mouse) – Wired and wireless options.
- 4. Minimum desktop processing speed of 1.5 GhZ
- 5. USB DVD R/W for up to 300 users
- 6. 24” and 27” monitor options for up to 300 users
- 7. Support PC-over-IP (PCoIP)

Network:

- 1. Wireless Access:
 - a. Complete wireless concentration in both 150 and 180 South Main St.
Ability to designate controlled guest network with monitoring
 - b. 2.4-GHz (600 Mbps max) and 5-GHz (1.3 Gbps max) radios, each with 3×3 MIMO and three integrated omni-directional downtilt antennas
 - c. Six integrated down-tilt omni-directional antennas for 3×3 MIMO with maximum antenna gain of 3.5 dBi in 2.4 GHz and 4.5 dBi in 5 GHz. Built-in antennas must be optimized for horizontal ceiling mounted orientation
 - d. Access Points must provide 600 MBPS in the 2.4Ghz Band

- e. Solution must provide centralized configuration, data encryption, policy enforcement and network services, as well as distributed and centralized traffic forwarding
 - f. Wireless AP controller capable of supporting 128 LAN connected AP's
2. LAN-LAN security appliance to monitor and guard against malicious activity within the RIAG network.
 - a. Dashboard display for alerts or negative activity occurring within RIAG network.
 - b. Built in Artificial Intelligence to track and disable any threats looming within the RIAG network.
 - c. Ability to allow manual intervention disable wireless or network communication from compromised, malicious or rogue devices
 3. Mobile Device Management (MDM) to provide a complete managed wireless devices solution within all RIAG premises.
 4. Email / Spam and Web Filtering
 5. Data Loss Prevention (DLP) and Intrusion Prevention System (IPS) scanning capabilities

Storage:

The estimated total workload for the VDI and the RIAG supporting applications, hardware and software is 100,000 iops @ 2ms average latency (8KB Random 50% read/ 50% write) and peak throughput of 1GB/s for a 56TB data set. Do not assume cache hits above 0% for any quoted performance metrics.

In addition, the High Performance Enterprise Storage component of the solution must provide the following:

1. Should take up less than 1x standard 42u rack?
2. Host to Storage connectivity needs to be Fibre Channel, and least than 64Gb/s raw FC bandwidth (example: 8x 8Gb/s host ports).
3. Storage needs to provide 56TB or more of usable capacity prior to any compression or deduplication. Due to the high performance and low latency requirements solutions should not be compressing or deduplicating data.
4. Live monitoring of storage performance as well as historical reporting capability (1 year +), to include latency, iops, throughput, used/free capacity at a minimum.
5. Storage should be able to send alerts based on capacity or performance metrics.
6. Support for online software, firmware, and hardware maintenance and upgrades on storage system to include but not limited to drives, enclosures, and storage controllers. (Online means without having to rely on multi-pathing software on the hosts in the event a storage controller is offline nor should write-cache be disabled).

7. Quality of Service in Storage. Storage should be able to automatically throttle back any volume or set of volumes based on priority so that preferred volumes or hosts get guaranteed latency, Input/Output Operations per second (IOPS), or Throughput numbers.
8. High availability. The storage system should be able to withstand the failure of any drive, drive enclosure, port, or controller without having any data offline or any type of performance impact.
9. Storage Solution needs to specify iops for 8kb Random 50% read / 50% write workload including average latency with no consideration for Cache hit % above 0, and maximum throughput.
10. Provide the ability to change RAID levels of individual volumes, while volume is online.
11. SAN must provide thin provisioning, but assume that there is 56TB of written data.
12. Recovery of thinly provisioned space is required. When data is deleted at the VMware or SQL host level, the storage array is required to make available that space.
13. Ability to change volumes sizes while the volume is online.
14. Support for more than 2000 array-based snapshots of volumes is required.
15. Snapshots should not impact performance of primary volumes such that average latency is above 2ms.
16. Solution must continue to scale to 200TB or more usable capacity without Nearline or 7200 RPM drive technology and still provide for workload specified above without increasing average latency.
17. Replication software for future synchronous or asynchronous replication should be included for this solution.
18. Data Migration will be conducted via host level tools like Storage vMotion, but future proof solutions that can migrate data from this proposed solution to some future product without requiring host based tools such as vMotion would be looked upon favorably.
19. Application integration with MS SQL for snapshots for backup and recovery is required.
20. Application integration with vCenter for storage and snapshot management is required.

Support:

- a. Must provide at a minimum, 5 year 7x24 support

- b. Support must be all-inclusive covering every aspect of the solution: (Any costs not identified in the solution details will be considered to be included at the expense of the vendor)
 - i. Physical Hardware Support
 - ii. Software Support
 - iii. Technical Support
 - iv. On-premise hardware and software support / replacement
 - v. Hardware, software and firmware upgrades
 - vi. Software patching
 - vii. 4 Hour response for all hardware replacement

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Staff Qualifications – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field VoIP and internal PBX systems in particular, if any.
2. Capability, Capacity, and Qualifications of vendor - Please provide a detailed description of the Vendor's experience as a 3rd party telecom vendor, including experience with installation in virtualized and environments. A list of relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of solution(s) provided.
3. Project Plan Methodology - Please describe in detail, the project and timeline to be performed. The following elements must be included: 1) Installation of proposed solution 2) Defined method(s) for having the new system temporarily "co-exist" with the legacy PBX for as long as is needed. 3) Follow-up measures, support and Quality of Service post PBX install.

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a detailed breakdown of the total cost proposal for installation and service of the project outlined in this proposal. Please explain the basis and rationale of your total cost proposal should it include additional items not included in Section 3 of this RFP document.

NOTE: Any costs not identified in the solution details will be considered to be included at the expense of the vendor.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from RI State agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in the cost category, bringing the potential maximum score to 100 points.

The Department of Attorney General reserves the exclusive right to select the individual(s) or firm (vendor) exclusive of final cost proposal, that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	10 Points
Capability, Capacity, and Qualifications of the Offeror	20 Points
Quality of the Work plan	20 Points
Suitability of Approach/Methodology	20 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for total cost of project and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Points will be assigned based on the vendor's total proposed solution, post support cost and how both relate to the best interests and needs of the Department of Attorney General. Points will also be assigned based on the clear demonstration of vendor's abilities to apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at doa.purbidinfo@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP #7548871** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus four (4) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP#7548871**" "Attorney General-Technical Infrastructure Refresh" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed four-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. A **separate Technical Proposal** describing the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this solicitation. The Technical Proposal is limited to six (6) pages (this excludes any appendices) . As appropriate, resumes of key staff that will provide services covered by this request.
4. A **separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, disc, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>

Addendum – RIAG Locations

150 South Main Street

180 South Main Street

Newport County (Murray) Judicial Complex

Kent County Judicial Complex

Washington County (McGrath) Judicial Complex

Cranston Traffic Tribunal

Providence County (Garrahy) Judicial Complex

Providence County (Licht) Judicial Complex